



CITY OF
MISSION

*Norie Gonzalez Garza, Mayor
Ruben Plata, Mayor Pro-Tem
Jessica Ortega, Councilwoman
Marissa Ortega Gerlach, Councilwoman
Alberto Vela, Councilman
Mike R. Perez, City Manager*

August 13, 2024

RE: Contract Amendment No. 1 / RFP 24-339-04-03 Agent of Record

Dear Mr. Garza:

The City of Mission is requesting the “Agent of Record” Agreement, dated May 29, 2024, be corrected/added/changed/clarified as follows:

- Stop Loss Insurance has been added to the list of plans. (under purpose of scope of service)
(Changes are marked with a vertical line on the right-hand side).

Please see the attached amended agreement with the above changes incorporated. This Contract Amendment shall become part of the executed contract. An authorized signature is required below. If you have any questions, please email Edgar Chapa, Contracts Administrator, at echapa@missiontexas.us.

Sincerely,

Andy Garcia
Assistant City Manager

Authorized Signature

Printed Name

Company Name

**City of Mission
Scope of Service
Proposal Name/No.: Agent of Record / 24-339-04-03**

INTRODUCTION

It is the goal of the City of Mission to provide competitive and affordable (according to market standards) benefit plan(s) to all eligible employees, retirees and elected officials.

PURPOSE

The purpose of this RFP is to provide minimum requirements, solicit proposals and gain adequate information from which the City may evaluate the Proposer's services to serve as Agent of Record for Employee Benefit Plans. It is the intent of the City to select a single firm to accomplish all services outlined in this RFP. We are seeking RFP's for benefit administration of the following plans: dental, vision, COBRA Administration (as applicable), long-term disability, short-term disability, group life insurance, Flexible Spending Account (FSA), supplemental insurances (cancer, accident, hospital indemnity and critical illness), medical transport, legal services, group life insurance employee assistance program, Stop Loss Insurance, and Section 125 Administration, 457 plan.

The expectation is that the Agent of Record awarded, conduct solicitations for all services listed for the upcoming plan year (October 2024 – September 2025). All benefits must be in place by June 2024, in order to coordinate open enrollment. Our open enrollment is being held the week of 08/05/2024 – 08/09/2024. This Agent of Record RFP includes a "Scope of Service." The City of Mission reserves the right to terminate the agreement at any time should it be determined the Scope of Services are not met.

BACKGROUND INFORMATION

The City of Mission employs on average 715 full-time employees and 36 part-time employees who are eligible for benefits. Eligibility is full-time employees, 30-hour part-time employees, and those identified through Affordable Care Act monitoring, Elected Officials and COBRA eligible individuals.

Newly hired employees and their dependents must complete a 30-day waiting period before becoming eligible for benefits. Coverage becomes effective the 1st of the month following a 30-day waiting period. The Plan year coincides with the City's fiscal year of October 1 – September 30.

TIMELINE

1. These specifications are to be released for action on Wednesday, March 13, 2024.
2. One (1) original and five (5) copies of the proposals are to be hand delivered or mailed to City of Mission, C/O Edgar Chapa, Contracts Administrator, 1201 E 8th Street, Mission Texas, 78572 to arrive by **2 PM Wednesday, April 3, 2024.**
3. Consideration and action on the Proposals will be presented to the City Council on or about April 08, 2024.
4. The successful proposer will be notified after the selection has been approved by City Council.
5. Coverage is to be effective October 1, 2024 and extend through September 30, 2027.
6. Policies or contracts are to be provided to CITY OF MISSION no later than 30 days before such effective date.
7. The term of this contract shall be for three (3) years from contract award date. The City of Mission shall reserve the option to renew this contract for an additional two (2) one-year consecutive years subject to City Council approval.

SCOPE OF SERVICE

Summary

The intent of this Request for Proposals and resulting contract is to obtain proposals from a qualified Agent who meets the service requirements and engagement responsibilities which include, but may not be limited to:

- Serve as a liaison between the City, vendor, and employee.
- Serve the City with benefits administration regarding the City's insurance product plan design, business rules, and content.

- Serve the City as an advisor regarding voluntary insurance products and their components to provide the optimum benefit package.
- Review, on an ongoing basis, the existing employee benefit plans for compliance, competitiveness, appropriateness and overall satisfaction by plan participants.
- Serve and assist in soliciting and negotiating benefit provider contract(s) resulting from review and recommendations. Provide evaluation services to support contract modifications.
- Prepare periodic reports on the progress, applicability and overall benefit of the specific plans.
- Assist in claims review and management.
- Review utilization rates on a quarterly basis and evaluate accordingly.
- Assist with plan design changes, plan implementation strategies, plan design and/or benefits communications relating to coverage; integrating appropriate assignments of duties to vendor, while maintaining proper oversight/responsibilities. Act as the City's representative; collecting information and making periodic presentations to staff, as requested, of benefit plans.
- Provide comparisons and make recommendations of benefit plans and contributions.
- Provide periodic reports using vendor data on claims and fixed expenses, and relate those to total premium and expectations for renewal.
- Create and provide an annual Employee Benefits Guide, to include printed copies for employees.
- Review and make recommendations to the City on carrier cost containment mechanisms, as relates to return on investment and participant impact.
- Meet periodically with the City's staff relating to levels of customer service received from vendors, and where required intercede with parties to assist in problem resolution.
- Provide staff and support for new hire orientations, annual open enrollment sessions with enrollers, and quarterly informational sessions/service dates.
- Provide staff and support to reconcile and process monthly invoices/billing.
- Provide the City with an enrollment platform (Employee Navigator, Selerix etc.)
- Provide the City with overall plan management and quality assurance services including, but not limited to the following:
 - Customer Service
 - COBRA (as applicable)
 - HIPAA
 - Benefit Review Design
 - Renewal Process/Negotiations
 - Transition & Implementation of Plans
 - Benefits Summary
 - Claims Audit and Review
 - Billing Administration (Reconcile and Process)
 - Competitive Bidding
 - Regulatory Compliance & Reporting
 - Budgeting and Forecasting
 - Cost containment
 - Contract Analysis
 - Vendor Compliance
 - Annual HIPAA Training / HIPAA Binder
 - Annual ACA Training / Quarterly Updates
 - Employee Wellness Program
 - Open Enrollment/New Hire Orientations/ Informational Sessions

EVALUATION CRITERIA

Section A – Scope of Service (40 points)

- Billing reconciliation and process
- Enrollment Platform/New Hire Orientation/Open Enrollment
- Solicitation/Negotiation for plans listed
- Overall services provided

Section B – Qualifications and Experience (25 points)

- Years of Service
- Staff headcount/experience/organization chart
- Clients
- Overall firm operations

Section C – Service and Methodology (10 points)

- Work/implementation plan
- Time frame
- Continuity of service
- Anticipated/Projected Costs based on Proposer’s recent Health Contracts/Agreements

Section D – Commission (25 points)

- Cap commission

REFERENCES

Please complete attached list of References.

EXHIBIT A - Respondent Questionnaire

Exhibit A, MUST be completed and submitted on a USB drive in Excel format.

NOTE: Must be available to present at City Council Meeting on or about April 8, 2024.